A close-up of a logo

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**JOB DESCRIPTION – Lead Kentown Family Service Co-ordinator**

**LOCATION**  
Home-based, with travel across Greater Manchester, Lancashire and Cumbria

**RESPONSIBLE TO**  
Kentown Programme Lead / Together for Short Lives Line Manager

**CONTRACT**  
3-year fixed term contract

**HOURS**  
28 hours per week

**PURPOSE OF POST**

The Lead Kentown Family Service Co-ordinator plays a pivotal role in supporting, developing and co-ordinating the Kentown Programme’s family support offer. This post provides day-to-day oversight, supervision, and guidance for the team of Family Service Co-ordinators, ensuring services are delivered consistently, effectively, and with families at the centre.

The Lead Co-ordinator will support the smooth running of services across programmes in established regions (Lancashire and Cumbria) and contributing to the mobilisation and development of services in newer areas (Greater Manchester), ensuring consistent, high-quality, and family-centred support for children with life-limiting and life-threatening conditions.

The Lead Co-ordinator will build and strengthen partnerships across health, education, local authority, and voluntary sectors, contributing to evaluation, reporting, and continuous service development.

The postholder will also contribute to cross-site delivery, as required, and the Together for Short Lives Family Support Hub through online and face-to-face services. The role will be home-based with travel within the programme regions. A full, clean driving licence is essential.

**KEY RESPONSIBILITIES**

**1. Operational Co-ordination and Oversight**

* Lead and co-ordinate the delivery of family support activity across Kentown regions.
* Act as the main point of contact for operational delivery, ensuring seamless and consistent support across sites.
* Provide day-to-day line management, supervision, and professional support to the Family Service Co-ordinators.
* Support delivery plans and ensure services meet agreed standards, KPIs and contractual obligations.
* Provide input into rota planning, family allocation, and support oversight of caseload management.
* Monitor performance, gather and analyse evaluation data, and contribute to quality assurance and continuous improvement.
* Lead internal team meetings and contribute to wider Kentown and Together for Short Lives forums as appropriate.

**2. Relationship Building and Partnerships**

* Build and maintain strong working relationships with statutory, voluntary and charitable services locally, regionally and nationally.
* Represent the programme and family co-ordinators team regionally through networking and attendance at local forums, meetings, and community events.
* Support the development of a service directory of local support services and organisations for families and support its regional promotion.
* Work alongside family support teams, Kentown nurses and other professionals to strengthen multidisciplinary working.
* Ensure the offer to families is inclusive, culturally competent, supporting efforts to address inequalities in access.
* Identify training needs and share learning with peers and external stakeholders. Where appropriate, contribute to informal learning opportunities.

**3. Supporting Delivery and Complex Case Oversight**

* Provide oversight and support to the Family Service Co-ordinators for complex family referrals where a higher level of intervention is required, escalating appropriately when required.
* Ensure timely face-to-face or virtual family assessments and personalised support plans are completed and reviewed across both regions.
* Support Co-ordinators with referrals for financial assistance, including Together for Short Lives grants processes.
* Support planning and deliver of at least 4 community events per year (2 per region) for family engagement, peer support, memory making, and awareness raising.
* Support co-ordination and attendance at Family Support Hub online events and support groups, with the team delivering co-led or led sessions as required.
* Support and monitor data collection across sites, including quantitative data on service reach and qualitative data such as case studies.

**4. Team Development and Supervision**

* Provide reflective supervision and peer support for the Family Service co-ordinator team.
* Support team members to meet their objectives, develop their practice and pursue relevant professional development.
* Foster a positive, compassionate team culture, with a strong emphasis on collaboration and support.
* Uphold safeguarding responsibilities, and ensure staff are confident and compliant in policy, practice and reporting.

**5. Wider Kentown and Together for Short Lives Responsibilities**

* Contribute operational insight to the development of the Kentown programme and to service delivery planning.
* Attend organisational meetings, network forums and professional development opportunities.
* Support Kentown evaluation activity, ensuring timely and accurate data is submitted, and contributes to reporting.
* Actively engage in cross-site and multi-professional working, including attendance at joint Kentown nurse and Co-ordinator meetings.
* Attend Together for Short Lives Services and Impact team meetings and wider organisational meetings and events where appropriate.
* Champion the voice of families and promote co-production wherever possible.
* To work flexibly as may be required by the needs of the service and carry out any other reasonable duties in line with the scope of the role.

**PERSON SPECIFICATION**

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|  | **Essential:** | **Desirable:** |
| **Qualifications** | Relevant qualification in health, social care, education, counselling, or related area (e.g. NVQ Level 3/4, diploma, degree).  Evidence of continuing professional development. | Further training in palliative care, child health, or family support.  Training in safeguarding (level 3), supervision, or reflective practice. |
| **Experience** | Significant experience of working directly with children, young people, and families in a health, social care, or voluntary sector setting.  Experience of supporting families with complex needs, such as disability, bereavement, or life-limiting conditions.  Experience of coordinating or supervising staff or volunteers.  Partnership working with local agencies, such as health, education, or voluntary organisations.  Experience of monitoring activity and recording data to evidence support provided. | Experience of children’s palliative care, hospice, or community-based family support.  Experience of organising and delivering family or community events.  Experience of contributing to service development or evaluation.  Understanding of the challenges in supporting marginalised or minoritised communities |
| **Skills & Abilities** | Excellent interpersonal and communication skills, able to build trust with families and professionals.  Strong organisational skills: able to manage workload, prioritise, and oversee service delivery across a small team.  Ability to respond appropriately to safeguarding concerns and follow policy/procedures.  Competence in using IT systems (CRM, databases, or case management tools) for recording and reporting. Excellent record keeping and knowledge of GDPR.  Resilience and emotional intelligence when working in sensitive and emotionally challenging situations. | Ability to contribute to training or reflective practice discussions.  Skills in community engagement and awareness-raising. |
| **Other Requirements** | Commitment to the mission and values of Together for Short Lives and the Kentown Programme.  Strong understanding of safeguarding responsibilities.  Willingness to work flexibly, including occasional evenings/weekend events.  Ability to travel regularly within Lancashire, Cumbria, and Greater Manchester.  Full, clean driving licence and access to a car. |  |